State of Iowa - Return on Investment Program / IT Project Evaluation

SECTION 1: PROPOSAL

Tracking Number (For Project Office Use)

033

Project Name: GUI Screen Scraper Date: _10/01/00_

Agency Point of Contact for Project: _Leon Schwartz

Agency Point of Contact Phone Number / E-mail:
Phone: 281-0060 Email: leon.schwartz@idop.state.ia.us

Executive Sponsor (Agency Director or Designee) Signature: _____

Is this project necessary for compliance with a Federal standard, initiative, or statute? (If "Yes," cite specific requirement, attach copy of requirement, and explain in Proposal Summary)	❑ Yes	☒ No
Is this project required by State statute? (If "Yes," explain in Proposal Summary)	❑ Yes	☒ No
Does this project meet a health, safety or security requirement? (If "Yes," explain in Proposal Summary)	❑ Yes	☒ No
Is this project necessary for compliance with an enterprise technology standard? (If "Yes," explain in Proposal Summary)	❑ Yes	☒ No
Does this project contribute to meeting a strategic goal of government? (If "Yes," explain in Proposal Summary)	☒ Yes	❑ No
Is this a "research and development" project? (If "Yes," explain in Proposal Summary)	❑ Yes	☒ No

PROPOSAL SUMMARY:

1. Description - This project contributes to meeting Accountable Government Goal 5, Strategy 5, which states:

   "Manage the IPERS retirement system to ensure financial soundness, and responsiveness to future needs of public retirees and taxpayers."

- Pre-project: - IPERS currently uses green screens to access applications and information on the AS/400. While these screens are effective, they are not as familiar to most users as the Windows-type screens that are used in most other software. This project involves purchasing a software package that will serve as a screen scraper for 5250 emulation and provide windows type screens.

- Post-project: Installation of screen scraper software will provide a graphical user interface for staff enabling them to be more effective and efficient in accessing applications and data. This interface will be more user friendly for staff and provide intuitive access similar to windows based software they are already accustomed to.

2. Benefits

Graphical interfaces add the flexibility of using the point and click method for entry of some data elements. Having this capability would improve data entry accuracy and improve the overall integrity of data. This software will also reduce training costs for staff as new computer programs are implemented and it will allow new staff to quickly learn the system. It would also facilitate more flexible forms and data output structures.

3. Stakeholders

The main stakeholders for this project are IPERS staff, and by extension, members. The result of the project should be more familiar access of information by staff, which should make information available to members in a timelier manner.

SECTION 2: PROJECT PLAN

1. Agency Information

Project Executive Sponsor Responsibilities: Leon Schwartz, Chief Operations Officer

Organization Skills: This project is not very complex. IPERS has already identified and tested a software package called New Look that will meet our needs. This project involves the installation and initial setup of the software and training for staff. In order to shorten the time needed to install and customize, IPERS would contract with the vendor to provide this assistance. Once installed, IPERS IT staff can provide training and implementation for all other staff.

2. Project Information

Mission, Goals, Objectives:

A. **Expectations**: It is expected that this project will allow graphical user interface to current AS400 applications without the need for reprogramming. This interface will improve efficiency for IPERS staff who access the system and allow them to utilize the point and click skills they have been trained to use with other software packages. This interface will provide easier access to help information, improving data integrity and will assist in the training of new staff members.

B. **Measures**: Percent of business staff who are very satisfied with the GUI screens. IPERS would also see an improvement in the overall accuracy of data.

C. **Environment:** IPERS IT staff will oversee the installation and customization of the software. This is not a project that lends itself to collaboration with other agencies, it affects internal staff only.

D. **Project Management and Risk Mitigation**: IPERS IT development staff members would manage this project. It would be managed in the same manner as all other IT projects. Project oversight is conducted by a steering committee comprised of IPERS managers and business staff. This structure ensures that business users will be involved in screen design and that the use of resources is appropriately monitored.

E. **Security / Data Integrity / Data Accuracy / Information Privacy**: Data integrity and security is of highest concern for IPERS. IPERS also has a team of staff dedicated to maintaining data integrity because of the importance of data to IPERS. Graphical user interface software would assist in maintaining data integrity by providing a drop down menu for data element options that increases the probability of accurate data entry.

3. Current Technology Environment (Describe the following):

A. **Software (Client Side / Server Side / Midrange / Mainframe)**

- Application software: Microsoft Office, MS Project, Cool:Biz, Cool:2E, OV/400 (converting to Lotus Notes)
- Operating system software: OS/400 & Windows NT
- Interfaces to other systems: All software interfaces are internal with the exception of email and file transfers.

B. **Hardware (Client Side / Server Side / Mid-range / Mainframe):**

- AS/400 Model 720 including internal Windows NT servers, 3995 Optical Drive, stand alone Windows NT server.
- All IBM compatible PCs running Windows NT.

4. Proposed Environment (Describe the following):

There would be no change after implementation.

Data Elements: not applicable to this project

Project Schedule:

July /August 01 - investigate latest technology options available
September 01 - Purchase software, draft vendor contract for services
October/November - installation/customization of software, train IT staff
December 01 - Train business staff, implementation

SECTION 3: Return On Investment (ROI) Financial Analysis

Project Budget:

Provide the estimated project cost by expense category.

Personnel	$_____
Software	$38,000
Hardware	$_____
Training	$_____
Facilities	$_____
Professional Services	$20,000
Supplies	$
Other (Specify)……	$_____
Total	$58,000__

Project Funding:

Provide the estimated project cost by funding source.

State Funds	$_____	% of total cost
Federal Funds	$_____	% of total cost
Local Gov. Funds	$_____	% of total cost
Private Funds	$_____	% of total cost
Other Funds (Specify)*	$58,000 ____ _____100_	% of total cost
Total Cost:	$_____	% of total cost

*IPERS Trust Fund

Provide the estimated project cost by fiscal year.

How much of the cost would be incurred by your agency
from normal operating budgets (staff, equipment, etc.)? ……$_____ __0__%

How much of the cost would be paid by requested State IT project funds? $_____ ___0_%

Identify, list, and quantify all annual maintenance expenses (State Share) related to the project.

There are no expenses to be paid from state funds. Total software maintenance of approximately $5,700 would be paid from the IPERS Trust Fund.

Identify, list, and quantify any other future expenses (State Share) related to the project. None Known

ROI Financial Worksheet

GUI Screen Scraper

Annual Pre-Project Cost - How You Perform The Function(s) Now	
FTE Cost (salary plus benefits):	**$1,850,320**
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	**$80,000**
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	**$333,057**
A. Total Annual Pre-Project Cost:	**$2,263,377**
Annual Post-Project Cost – How You Propose to Perform the Function(s)	
FTE Cost:	**$1,850,320**
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	**$80,000**
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	**$203,534**
B. Total Annual Post-Project Cost:	**$2,133,854**
State Government Benefit (= A-B):	**$129,523**
Annual Benefit Summary	
State Government Benefit:	**$129,523**
Citizen Benefit (including quantifiable "hidden taxes"):	**0**
Opportunity Value and Risk/Loss Avoidance Benefit:	**0**
C. Total Annual Project Benefit:	**$129,523**
D. Total Annual Project Cost:	**$14,500**
Benefit / Cost Ratio (C / D):	**8.93**
ROI (C – D / Requested State IT Project Funds):	**198%**
☒Benefits Not Cost Related or Quantifiable (including non-quantifiable "hidden taxes")	

ROI Financial Worksheet Directions (Attach Written Detail as Requested):

Annual Pre-Project Cost -- This project impacts the Retirement Benefits staff, which is comprised of 40 staff members earning an average annual salary of $46,258, for a total of $1,850,320. The estimated annual support costs for each of these staff members is $2,000, for a total of $80,000. It is estimated that these staff members spend approximately 15% of their time in training of which approximately 8% ($148,026) of their time involves training using the computer system. It is also estimated that these staff members spend about 10% ($185,032) of their time correcting missing or inaccurate data within the computer system.

Annual Post-Project Cost -- Anticipated benefits of this project are based on using a more intuitive interface to IPERS computer applications which takes advantage of common windows skills and drop down menus that provide data element options. This directly translates to shorter training time for staff as they learn to use the computer system and increased data accuracy.

It is estimated that staff members spend approximately 15% of their time in training that includes approximately 8% of their time training in the usage of the computer system. It is estimated that training for computer usage would be reduced to 4% ($74,012) by implementing this project. It is estimated that these staff members spend about 10% of their time correcting missing or inaccurate data within the computer system which would be reduced to 7% (($129,522) by implementing this project.

Total Annual Project Cost -- This project involves a total of $38,000 for the purchase of software and $20,000 for consulting services to implement the software. IPERS used the recommended calculation of totaling software and consulting costs and dividing the total by four (4), the useful life.

Benefits Not Cost Related or Quantifiable -- Rating 10: IPERS currently has approximately 300,000 members, most of which are Iowa citizens. Member benefits such as monthly retirement benefits, refunds, beneficiary benefits, etc are directly calculated from the information entered into the computer system by Retirement Benefits staff. Although the immediate and tangible benefits of this project relate to Retirement Benefits staff, members are most affected in the longer scope. Members receive their benefits sooner if staff is able to promptly process them via the computer system. This increased benefit is difficult to measure since it occurs anywhere from months to decades after staff has entered member information. More importantly is accuracy of information entered as it directly impacts the benefit amount that members receive. Members rely on these benefits as their source of income after retirement.